arrive iNFO POINT

Server Installation Manual

Arrive InfoPoint™
Server Installation
Manual

Contents

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Document Scope

This guide is intended to prepare you for a successful installation of the Arrive® InfoPoint™ Server.

1.   Introduction

Arrive® InfoPoint™ is a powerful Interactive Room Sign that simplifies room scheduling dramatically. Arrive® InfoPoint™ optimizes resource utilization and erases redundancy at low and modest operating costs.

Arrive® InfoPoint™ works in a server-client architecture, enhances the user experience and reduces administrative overhead by centralizing the configuration. InfoPoint™ Server integrates seamlessly with Microsoft Exchange. The venue reservations can be done via MS Outlook or Lotus Notes.

The Arrive® InfoPoint™ ID-800 device, a touchscreen display is the client placed outside the venue provides booking information at-a-glance.

2.   System requirements for Arrive® InfoPoint™ Server

Arrive® InfoPoint™ is a very versatile and easy to use application when installed correctly and completely. To enjoy the complete utilities offered by the product, ensure you follow the steps listed below:

- Conform to all the hardware and software requirements listed.
- Ensure you have the Administrator privileges on the target machine.
- Refer to the User Manual to use the application effectively.

Note: If minimum system requirements are not met, then application may not behave as expected.

2.1 Hardware requirements

The Hardware requirements varies based on number of InfoPoint devices(clients) installed. The table below details the requirements based on the number of InfoPoint devices.

No. of Devices	Processor	RAM	Free Space
Devices <=50	2 GHz 32/64-bit processor	4 GB	40 GB
Devices >50 and <=100	3.0 GHz 32/64-bit processor	8 GB	80 GB
Devices >100	3.5 GHz 32/64-bit processor	8 GB	80 GB

2.2 Software requirements

The table below details the software requirements.

Operating System	MS Windows 2008 R2 Server (32/64 bit)
Web Server	Internet Information Server (IIS)
Framework	.NET Framework 4.0
Application Database	MS SQL 2008 Express (64 bit), MS SQL Server 2008 R2 Enterprise Edition (Recommended for > 50 InfoPoint devices)
Browser	Internet Explorer 8 and above

Note: Separate machines are required for InfoPoint application server (with distributed deployment) and the database server in a clustered environment (Recommended for more than 50 InfoPoint devices).

Note: By default, IIS and .NET Framework 4.0 are available with the operating system. Ensure they are installed.

2.3 IIS server settings

The IIS server needs to configured as below:

1. Go to **Start -> All Programs -> Administrator Tools -> Internet Information Services (IIS) Manager**.
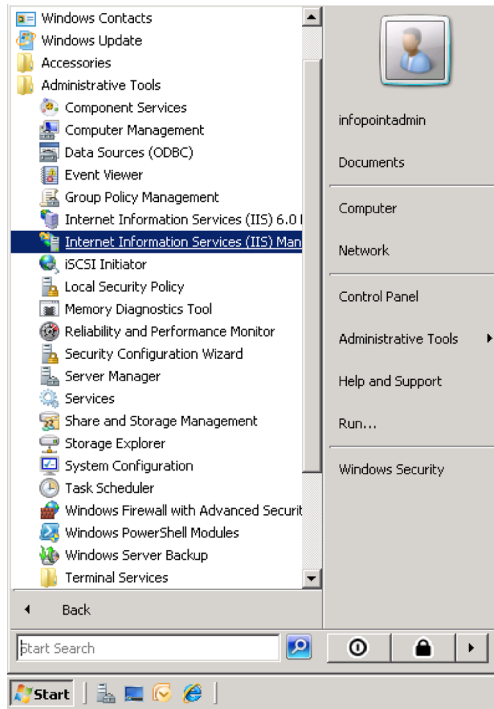

Figure 1: IIS Service

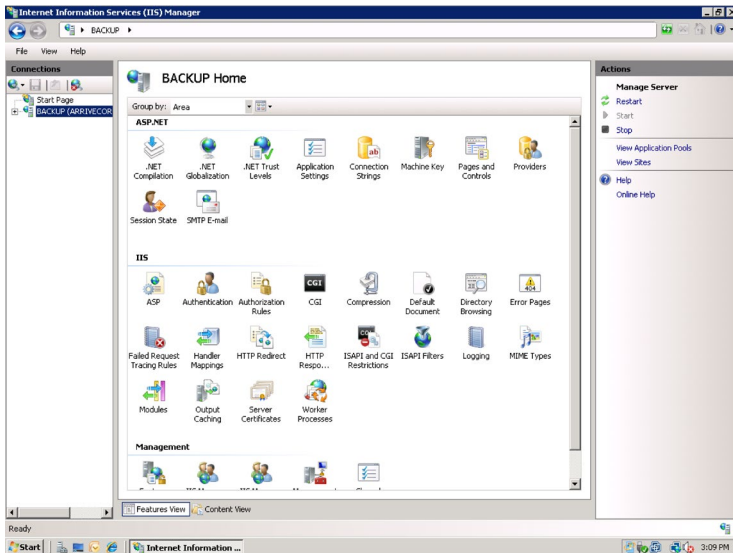2. Select the parent tree in the **Connections** column.

Figure 2: Select Parent Tree

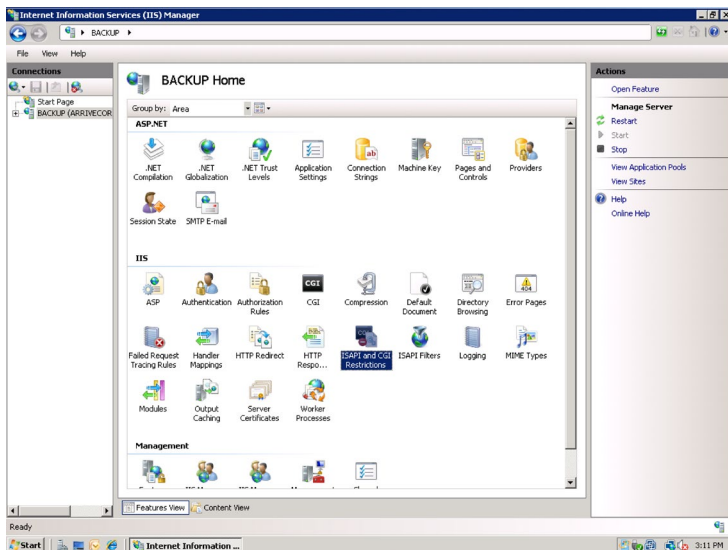3. Double-click ISAPI and CGI Restrictions.

Figure 3: Select ISAPI and CGI

4. Ensure the two files highlighted in the figure below are set to **Allowed** in the **Restriction** column. Select the file, click **Edit**, and select the **Allow extension path to execute**.
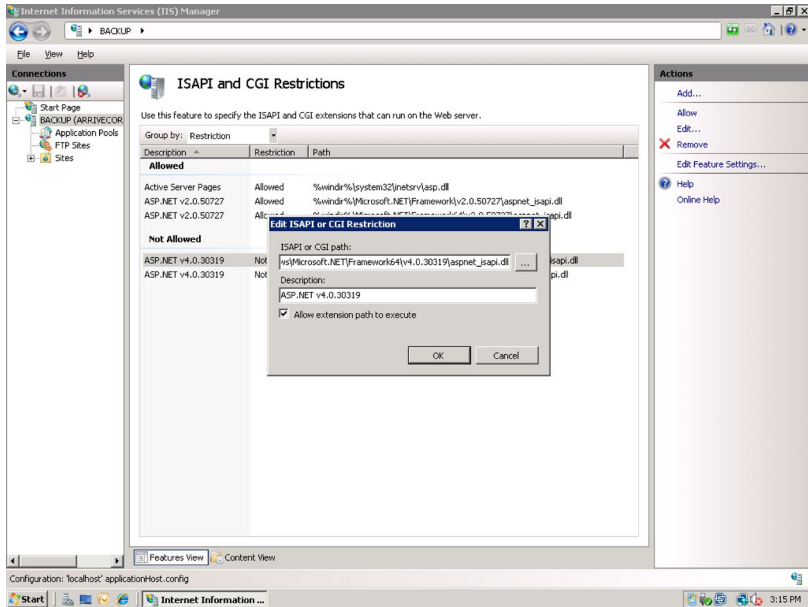

Figure 4:   Modify files

3.   Installing InfoPoint Server
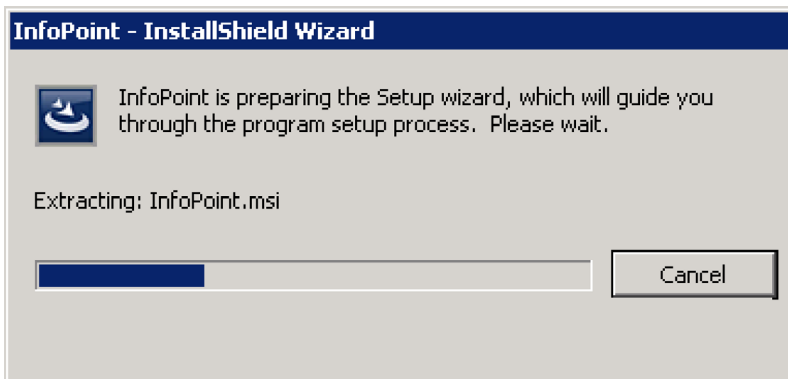
1. Run the **InfoPoint executable**.

Figure 5: Installer

2. The Setup Wizard opens. Click **Next**.

Figure 6: Setup Wizard

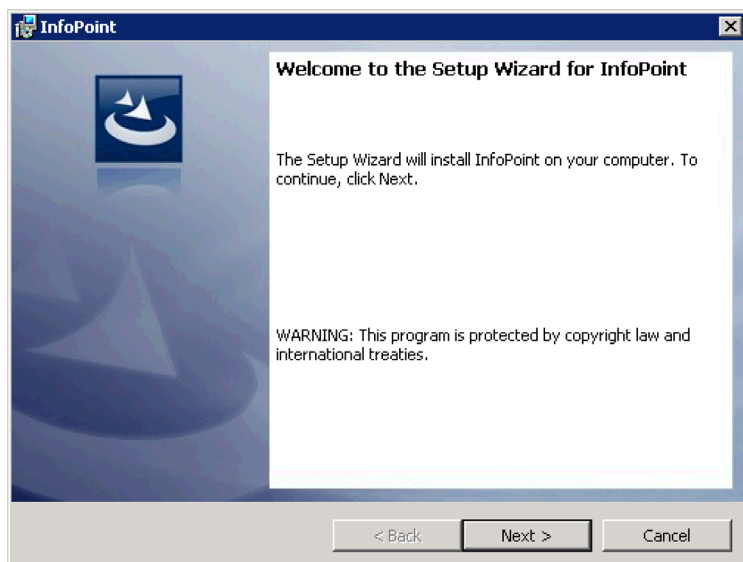3. Accept the License agreement. Click on **Next**.
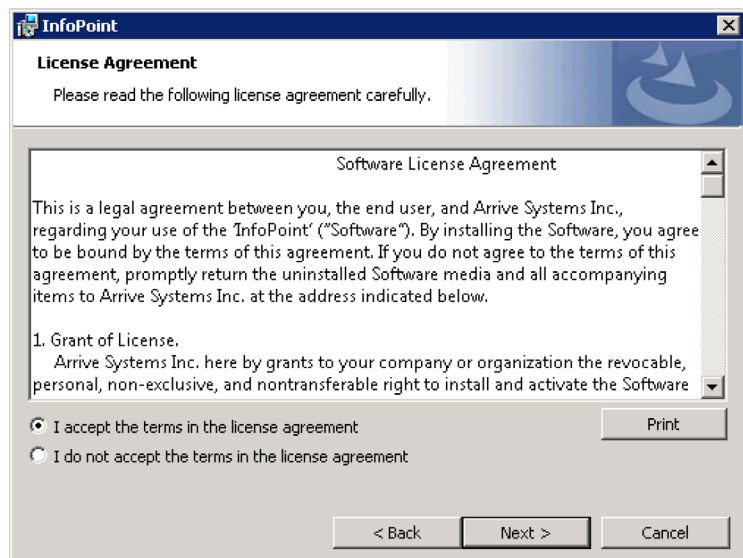
Figure 7: License agreement

4. Select one of the installation options; **No Integration** or **Integration with MS Exchange**.

> **Note:** There will be a small change in the flow of events based on the installation option selected.

No Integration

Select the installation type as **No Integration.** Click on **Next.**
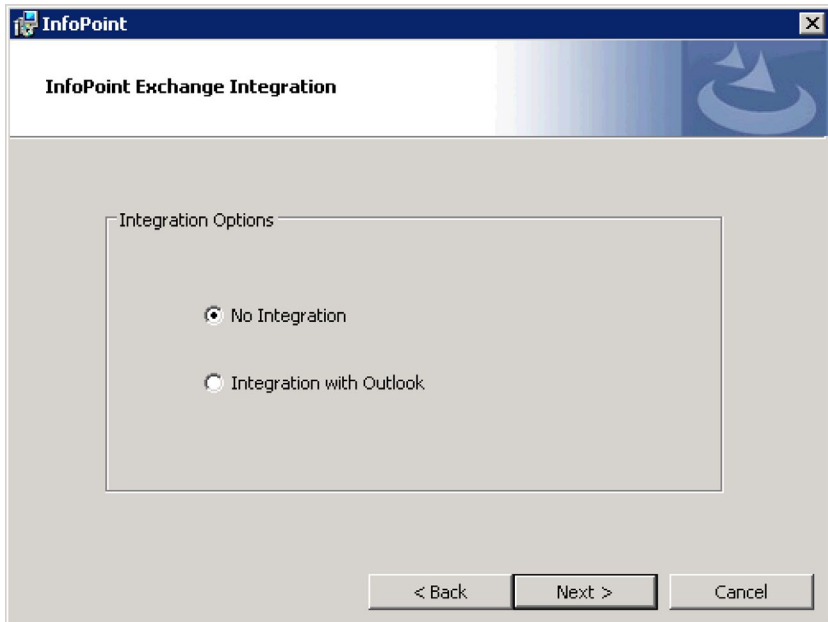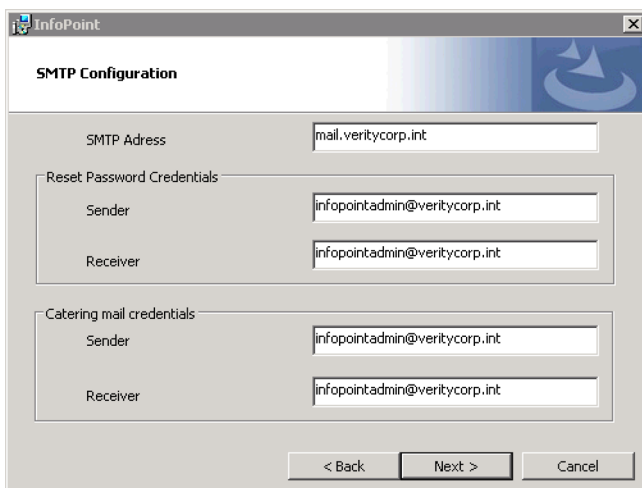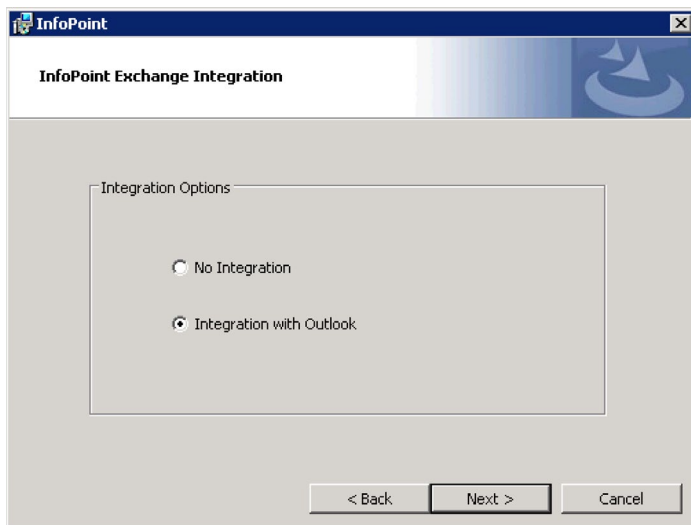
Figure 8: No Integration

Furnish the SMTP configuration details**.** Click on **Next.**
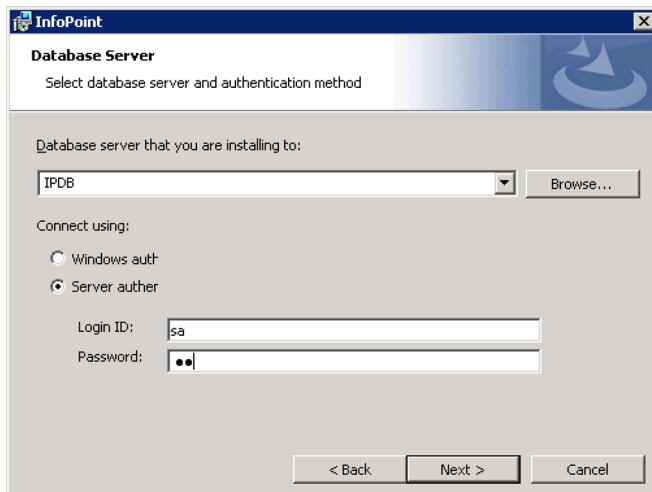
Figure 9: SMTP Configuration Details

Enter the details of Database Server. Click on **Next**.

Figure 10: Database Server Details

Note: The values used in this section are for reference and will change according to your setup environment.
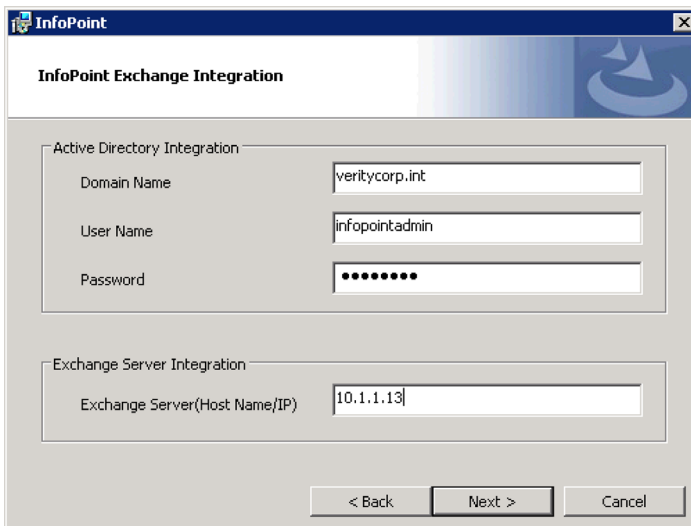
Note: The InfoPoint server and the MS Exchange server must belong to the same domain.

Click **OK** on the information window.
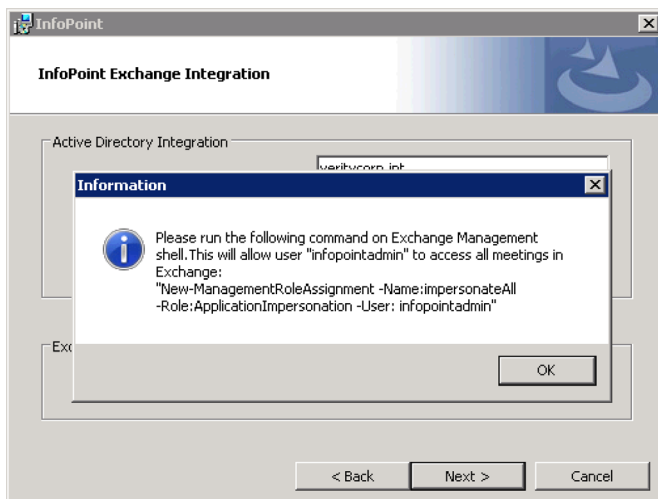
Figure 13: Information Window

Furnish the SMTP Configuration details. Click on **Next**.
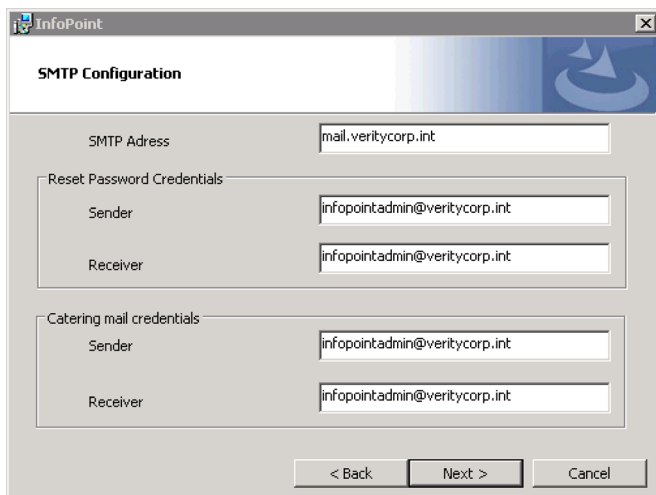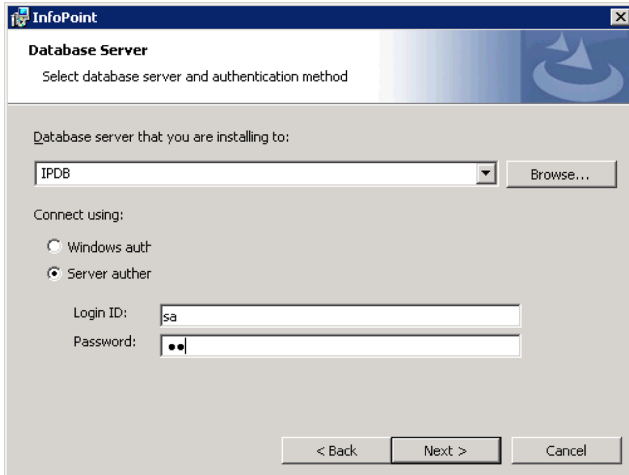
Figure 14: SMTP Configuration Details

Enter the details of Database Server. Click on **Next.**

Figure 15: Database Server Details

Note: The values used in this section are for reference and will change according to your setup environment.

5. The installer prompts for the destination folder. In case no changes are made, then the application is stored at the default location. (**C:\Program Files (x86)\Arrive\InfoPoint\InfoPointExChange**). If any specific location is required, Click on **Change** and alter the path.

Figure 16: Destination Folder

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6. The installer is ready to install the program. Click on Install.
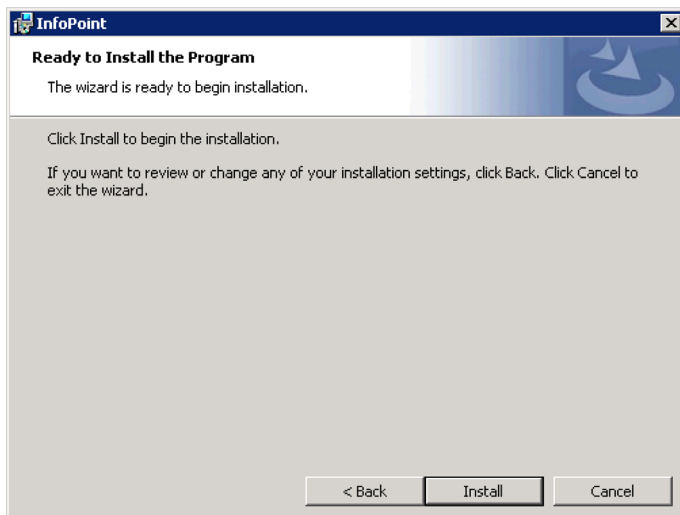
Figure 17: Initiate Installation

7. The progress bar indicates the status of the installation.
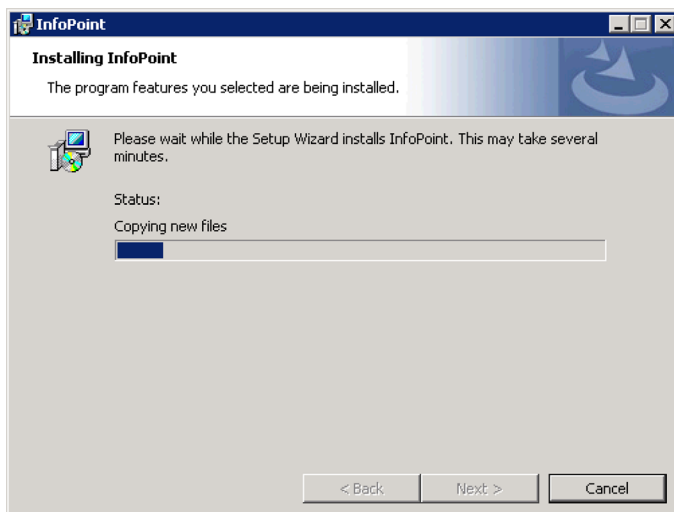
Figure 18: Progress Bar

8. On completion, click on **Finish**.
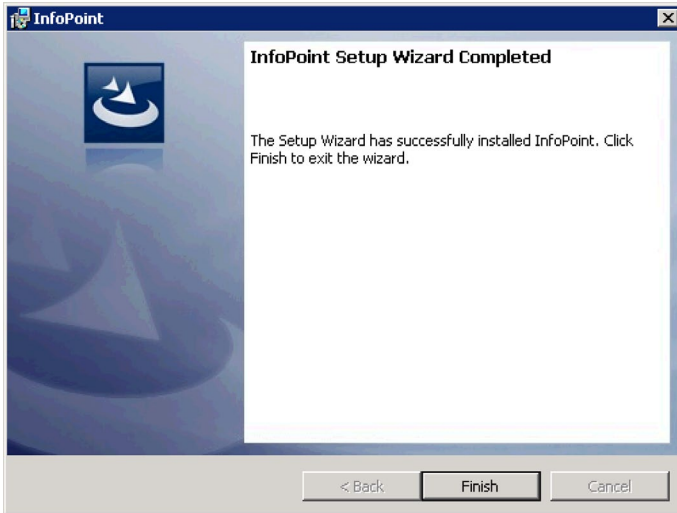
Figure 19: Setup completed

9. The application is installed in the destination folder. On successful installation, the application opens in a web browser. You can login to the application with valid credentials. The default credentials are;

    Username: admin and **Password**: nimda1.
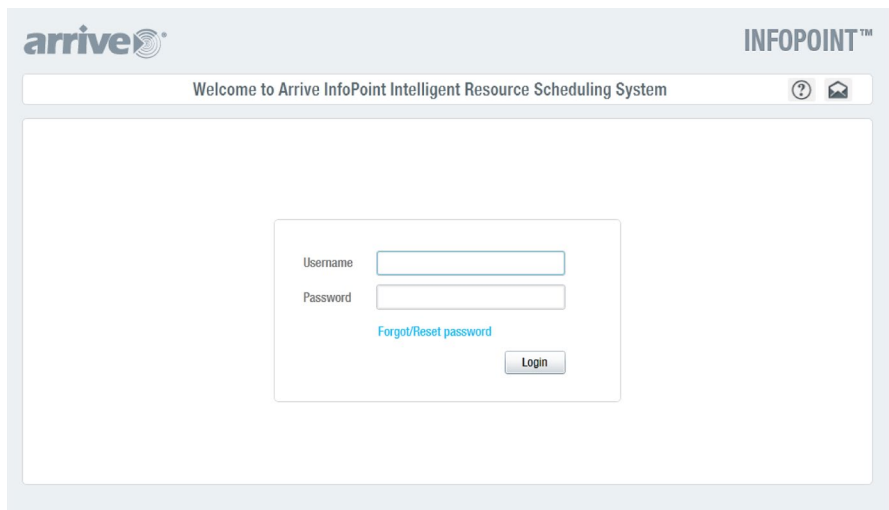
Figure 20: Homepage

4. Setting up InfoPoint Device

Please refer to InfoPoint Quick Setup Guide for setting up the device.

> **Note:** Before you configure and access the device, you must configure the location, building, floor, and venue in the server. Please refer to the InfoPoint User Manual for these steps.
>
> In case of Integration with MS Exchange, ensure to start the InfoPoint Exchange Integration service to view reservations on the InfoPoint device, Web interface, and MS Outlook.

5. Obtaining the hardware license file

After installing the InfoPoint server, provide the hardware ID of the server to netsupport@arrivesys.com to receive your valid license file.

On receiving the license file (ArriveDemo_IPV31_070512.license) from Arrive, please copy the file into the following software installation locations:

- C:\Program Files (x86)\Arrive\InfoPoint\InfoPointExchangeIntegration
- C:\Program Files (x86)\Arrive\InfoPoint\InfoPointV3Service\bin

> **Note:** You may run into an error "**Service not available**", if the License file is not copied in the above folders.

Quick Trouble Shooting Tips

1. If the active directory users do not appear on the InfoPoint server web interface, check if the Active Directory Integration is working. Execute **InfoPointExchangeIntegration.msi** from the destination folder of the application. (By Default, **C:\Program Files (x86)\Arrive\InfoPoint\InfoPointExChange**).

   To confirm if the service has started, go to **Start -> Administrator Tools -> Services -> Configuration -> Service** and check the **InfoPoint Exchange Integration** service.

2. In case Outlook bookings are not reflecting on the InfoPoint device, restart the **Microsoft Exchange Information** service manually. Execute **InfoPointExchangeIntegration.msi** from the destination folder of the application. (By Default, **C:\Program Files (x86)\Arrive\InfoPoint\InfoPointExChange**).

   To confirm if the service has started, go to **Start -> Administrator Tools -> Services -> Configuration -> Service** and check the **InfoPoint Exchange Integration** service.

3. When launching the application in a web browser, if you receive the message **"Content from the website listed below is being blocked by the Internet Explorer enhanced Security configuration"** click **Add** to add the URL.

4. If room reservations do not reflect in your Outlook calendar, from **MS Outlook** click **Calendar** and select the checkbox for the specific room.

5. If the device does not start, please check the following points:

   • Check if the network cable is connected properly to the device. If the network cable is connected after turning the device ON, you may run into network error, and need to restart the device again.

   • Check if the InfoPoint Server IP address can be retrieved.

   • Check if the other connections from the InfoPoint Server to the InfoPoint device hardware are working properly.

6. If database is not attached automatically during installation then manually detach and reattach the database again.

Arrive CarePoint Foundation Software Support Services

Thank You for choosing us to serve you. Your suggestions for Arrive InfoPoint™ are welcome.

Support Coverage and Additional Resources

Customers are our top priority and the lifeline of our organization. We consistently operate with our customers' best interests in mind and offer professional assistance - through online self-service options, world-class phone support, and a network of business partners, certified consultants, and authorized training centers.

Arrive Support and Services teams deliver an innovative advisory approach to help Arrive customers better utilize and derive more value from Arrive solutions. In addition to answering questions and resolving technical concerns, Arrive proactively offers valuable advice on using Arrive solutions to their fullest potential- helping customers realize a higher return on investment by:

• Gaining greater insight into business activities.

• **Operating business more effectively by maximizing the capabilities of Arrive solutions to improve business processes.**

• **Improving business efficiency by leveraging Arrive solutions to reduce the time, resources, effort, and cost of operations.**

Arrive CarePoint provides customers with access to a variety of valuable services, such as:

• **Optimizing the effectiveness and efficiency of Arrive solutions to achieve business results.**

• **Troubleshooting or resolving technical and non-technical issues that may be encountered during Arrive software installation or use.**

• **Identifying and recommending where additional product training would be of value.**

• **Determining the need and referring appropriate resource(s) to assist with non-Arrive issues.**

The first year of Software Support and Maintenance is required with your initial purchase. Subsequent years of Support and Maintenance may be renewed yearly. Customers who have not purchased or do not have a current support CarePoint plan in place will not be able receive the full benefits of Arrive's CarePoint support and

maintenance services.

With up to date Software Maintenance coverage you will receive personal, written (email) or verbal (by phone)

answers to all technical questions. Responses to most inquiries are usually received in the same business day, often within minutes to an hour of receipt. Answers come directly from an experienced Arrive technical support specialist, involving members of our software development team whenever necessary. Support inquiries may include requests for help with any aspect of the software's implementation: installation, configuration, testing, troubleshooting. You may also request help to meet unique requirements, specific to your own implementation.

When new versions become available, software upgrades are free to all customers with current CarePoint Foundation Maintenance coverage. Customers with current maintenance coverage may purchase additional software and device licenses without having to repurchase the original installation.

Through ongoing interaction with end users, our software is always improving and enhancing it's functionality. If existing functionality does not meet your requirements, you may make a request for enhancements or feature upgrades. Arrive Technical Support will work directly with you and our Development team to understand your requirement and determine if an enhancement can be made available. Whenever possible, requested feature enhancements are developed and released as part of the continuous improvement plan phased out releases and you can be assured that new features will be available in the next released version.

Technical Support is available in two time zones - PST Monday - Friday, 9:00am - 5:00pm (excluding some holidays) and GMT+4.00 Sunday - Thursday, 9:00 am - 5:00 pm. Please allow up to 24 hours for response, though most inquiries are responded to same business day and often within minutes of receipt.

To make a technical support request, please contact Arrive Technical Support (netsupport@arrivesys.com).

Additional Resources

Our goal is to ensure that our customers receive exceptional service from the best resource available to answer questions quickly and accurately. We work to resolve our customers' product-specific questions and concerns however, when customers are experiencing issues outside the scope of Arrive products, we will refer customers to the appropriate resource who is best equipped to assist with those issues. These resources may be the customer's internal personnel, an Arrive-authorized business partner, a certified consultant, or a third-party provider. Arrive Professional Services and Arrive Academy teams also offer a wide variety of services.

Topics that are not covered under an Arrive CarePoint program, where an Arrive Customer Support team member will proactively provide the most appropriate alternative resource, include:

Training-Arrive Academy is the best resource for training, offering classroom training, real-time Learning, custom training, self-study guides, and an annual customer conference. Visit Arrive Academy to search and register for courses and products, monitor your learning progress through training tracks, and join online communities with product experts and other customers.

- Performing software, product, application, or job-related activities, such as software installation, data entry, creating reports, etc.*

- Assisting with third-party software (installation, training, trouble-shooting, integration, etc.).

- Providing organization-specific consulting or consulting advice.

- Repairing data or database issues caused by user error or third-party software.

Please refer to the following Support Coverage charts for additional information and resources. For additional questions, please contact Arrive Customer Care at netsupport@arrivesys.com.

*Please note that references in this document to third-party software, products or applications, does not encompass all third-party software, products and applications that Arrive provides (directly or through an authorized Arrive Business Partner) as part of a customer's solution.

Arrive CarePoint Support Coverage - Care Plans

Category	CarePoint Service Coverage	Outside of CarePoint Service Coverage	Additional Resources
Installation and Upgrades	• Clarification of any installation or upgrade steps. • Troubleshooting problems encountered during installation and upgrades. • Arrive core product installation. • Automatic upgrades for non-customized environments.	• Step-by-step installation assistance. • Local (on-site) or remote (via Terminal Services, GoToAssist, etc.) installation services. • Consulting services to install or resolve non-Arrive installation issues specific to your organization's technical environment.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your own IT staff.
Setup, Configuration and Data Conversion	• Clarification of what out-of-the-box fields and tables mean and how they are used. • Troubleshooting problems encountered during Arrive setup and configuration. • Recommendations on usage of Arrive products in your organization.	• Consulting services, such as gaining an in-depth understanding of your organization's needs and customizing your configuration to meet those needs. • Configuring third-party applications. • Creating or troubleshooting customizations (i.e. HTML, SQL scripts and triggers, etc.). • Training.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Products and Solutions. • Arrive Training. • Your own IT staff.

Category			
Data Entry/ Product Operations	• Guidance on how to fix problems created by incorrect data entry through the Arrive product interface. • Clarification of what out-of-the-box fields mean or processes you may find confusing. • Troubleshooting problems encountered with data entry or product operations. • Troubleshooting Arrive product-related errors and messages.	• Analyzing your individual data entries. • Advice regarding how to configure the system for your environment • Training • Assistance with data entry or manipulation outside the Arrive product interface.	• Your Arrive-authorized Business Partner. • Professional Services. • Arrive Training. • Your own IT staff.
Import/Export	• Guidance on proper format for importing data into your Arrive product. • Troubleshooting errors encountered when using Arrive data import and export tools.	• Exporting data from third-party software or validating/formatting it for you, so that it can be imported into your Arrive product. • Creating your data definition files or mappings for data import. • Importing data into a third-party product. • Usage and configuration questions on third-party products. • Training.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Training. • The third-party software publisher.

Reporting and Groups	• Clarification of what various reporting options mean. • Troubleshooting problems encountered when setting up or running out-of-the-box reports.	• Creating or designing reports or groups for you. • Troubleshooting problems encountered with customized reports or groups, third-party reporting programs or tools (formatting formulas, parameters, etc.). • Assistance connecting your Arrive data to third-party reporting tools. • Training on use of third-party products.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Training. • The third-party software publisher. • Your own IT staff.
Hardware, Operating Systems (OS), Database Platforms, Internet Information Server (IIS), Browsers, etc.	• Clarification of system recommendations and requirements. • Guidance on specific configuration settings required by your Arrive product. • Assistance with management and monitoring of servers, database platforms, IIS and other server-side components	• Installation. • Configuring vendor systems (desktop operating systems, Microsoft Server and/or SQL Server, IIS, SMTP, remote services, etc.). • Troubleshooting stability, performance or other problems. • Troubleshooting operating system issues—firewall, antivirus, permissions, etc. • Troubleshooting, installation, or configuration of your virtual environment (Citrix, HyperV, etc.). • Assistance with installation or set up of email browsers, etc. • Assistance with printer connectivity or configuration. • Training.	• Your own IT staff. • Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your hardware, OS, database, IIS, or browser vendor.

Network Connectivity	• Troubleshooting connectivity issues within your Arrive product when your supported network infrastructure is otherwise working. • Troubleshooting connectivity to Arrive Server environment.	• Troubleshooting internet connectivity. • Troubleshooting other connectivity issues that exist outside of your Arrive product. • Assistance with unsupported networks. • Installation, troubleshooting or configuration of network(WAN/LAN) security/cards/cabling/hardware/software. • Training.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your external vendor.
Performance	• Troubleshooting Arrive performance-related issues. • Clarification and guidance on performance-related configuration settings required by your Arrive product.	• Configuring and troubleshooting vendor systems (desktop operations systems, Microsoft Server and/or SQL Server, IIS, SMTP, firewall, antivirus, security, remote services, etc.). • Troubleshooting stability, performance or other problems with hardware, operating systems (OS), database platforms, Internet Information Server (IIS), browsers, etc.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Community. • Your external vendor.

www.arrivesys.com